



## *Provider Fax Referral Q&A*

### **Q: What is the Quitline Provider Fax Referral?**

The Quitline Provider Fax Referral is a program that builds on the services of the S.C. Tobacco Quitline by creating partnerships with healthcare providers like you. Through the Provider Fax Referral program, smokers and tobacco chewers no longer have to take the often difficult first step of calling the Quitline; instead, after talking with you or another member of your clinic/office staff, patients agree to have the Quitline call them.

### **Q: How does it work?**

You and your patient/tobacco user first determine that the Quitline is a good resource based on the patient's readiness to quit. Your patient completes a fax referral form with assistance from you or another staff member. The form must be signed by the patient/tobacco user and must contain a current phone number. The Quitline makes up to three attempts to reach the tobacco user. After contacting the patient or after the third attempt, the Quitline will fax your clinic a report (to be filed in the patient's chart at your clinic), detailing the outcome of the outreach.

### **Q: Why is it beneficial?**

**✚ It seizes the moment.** The Provider Fax Referral program connects tobacco users with the Quitline right from your office. Since the Quitline initiates the first call, this eliminates the barrier of the tobacco user having to make the first call to the Quitline. This increases the chances that the tobacco user will actually quit. Traditionally, the tobacco user has to initiate the call to the Quitline. Fax Referral also allows for follow-up in clinics or areas where follow-up might not otherwise be possible (like emergency rooms, etc.)

**✚ It saves time.** If you are like many doctors, dentists and other healthcare providers, you don't have time to offer comprehensive tobacco treatment. The Provider Fax Referral program allows you, from your office, to refer tobacco users directly to the Quitline for extensive one-on-one behavioral coaching that is based on years of scientific research to support best practices in smoking cessation.

**✚ You get feedback on your patient.** The Fax Referral program creates an easy opportunity for you to take action with the tobacco user at the time of the visit, ensure a proactive step following the patient's visit, and receive feedback on the services the tobacco user has received through the Quitline.

### **Q: How soon after the form is faxed do patients receive a call from the Quitline?**

Your patients will receive a call from the Quitline within 48 hours of the time you send your fax. The fax must contain a valid phone number where the Quitline can reach the participant.

### **Q: How do I know if my patient accepted service from the Quitline?**

The Quitline will send a Fax Back Outcome Report to your clinic/organization after three attempts have been made to reach the participant, or after connecting with the participant. Details about the service, if accepted, are listed on the report.

### **Q: Can patients call the Quitline on their own if they choose to not receive services through fax referral?**

Yes, even if a patient refuses Quitline services when called through the fax referral program, he or she can still call the Quitline at any time to receive service.